

Enterprise Incident Report September 2011

As of 10/3/2011

Public Service Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents	
	Bottom Number - First Contact Resolution	
	Low	FCR Total
Public Service Commission	9	9
	6	6
Customer Company Total	9	9
	6	6

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Public Service Commission	9 1	9 1
Customer Company Total	9 1	9 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours	
	Low	ATTIR Total
Public Service Commission	9 0.37	9 0.37
Customer Company Total	9 0.37	9 0.37

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Public Service Commission	9 1	9 1
Customer Company Total	9 1	9 1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours	
	Low	ATTR Total
Public Service Commission	9 2.39	9 2.39
Customer Company Total	9 2.39	9 2.39

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Detail

INC000000373926	Sheri Bintz Metro A Desktop Support	PC/Laptop Julie VanBeekum	Hardware Public Service Commission	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 12.97
INC000000375001	Gary Widerburg Metro D Help Desk	Mobile Devices Doug Brown	Error Public Service Commission	Ipads Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378393	Melanie Reif Metro A Desktop Support	PC/Laptop Julie VanBeekum	Hardware Public Service Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.33 5.59
INC000000381496	Ric Campbell Voice Operations	Telecom Romanza Hamblin	Voice Mail Public Service Commission	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.14
INC000000381580	Melissa Paschal Metro A Desktop Support	None Julie VanBeekum	None Public Service Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000383727	Ted Boyer Metro A Desktop Support	None Julie VanBeekum	None Public Service Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384030	Melanie Reif Voice Operations	Telecom Romanza Hamblin	Voice Mail Public Service Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 1.61
INC000000386175	Mary Green Voice Operations	Telecom Britany Finlay	Voice Mail Public Service Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 0.62
INC000000388153	Melanie Reif Voice Operations	Telecom Romanza Hamblin	Voice Mail Public Service Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.56